



Assurances

The Georgia Department of Human Resources (DHR) assures that the following services are free and will be provided to applicants requesting these services:

Language Interpreter
Help in Filling Out Forms
Forms in Alternate Formats
Accommodations for a Disability

Furthermore, DHR and related agencies assure the following:

Application Assistance

- DHR will provide no-cost assistance in completing the application process for all individuals who cannot adequately communicate with DHR staff due to a disability, impairment, or difficulty speaking, writing or understanding English.
- DHR will provide information to all applicants about how their application will be processed and the effect on other family members.

Citizenship and Immigration Status

- DHR will request information (or certification or documentation) regarding citizenship and/or immigration status only when this information is relevant in determining the eligibility of applicants and/or recipients or is required under Federal law.
- DHR will not request immigration status information from persons applying for emergency Medicaid and/or other emergency health related services.
- Except for non-citizens applying for emergency Medicaid coverage, DHR will not provide benefits to applicants who do not disclose their immigration status for certain programs and services (i.e. Temporary Assistance for Needy Families, Food Stamps, Medicaid, and State Children's Health Insurance Program).

- DHR will allow family or household members who do not provide their immigration status to be treated as non-applicants, and will not delay or deny the application for members who disclose their immigration status solely because others choose not to disclose.
- DHR will not attempt to determine, via the Bureau of Citizenship and Immigration Services (formerly Immigration and Naturalization Service), the immigration status of non-applicant household members who do not provide their immigration status.

Social Security Number

- DHR will utilize SSNs to verify your family's income and to conduct matching with other agencies (such as Social Security Administration, the Internal Revenue Services, credit reporting agencies) and other matching sources.
- DHR will request information (certification of documentation) for Social Security Numbers (SSN), only when this information is relevant in determining the eligibility of applicants and/or recipients or when required under Federal law.
- DHR will not request Social Security Numbers from persons applying for emergency Medicaid and/or other emergency health related services.
- DHR will allow family or household members who do not provide their SSN to be treated as non-applicants, and will not delay or deny the application for members who disclose their SSNs solely because other members choose not to provide their SSNs.
- DHR will assist applicants to apply for SSNs.
- DHR will not delay, deny or discontinue assistance pending the issuance of their SSNs.
- NOTE: If you are applying for benefits other than Medicaid, TANF or Food Stamps, you should ask your caseworker whether you are required to provide your SSN or the SSN of any other person (i.e. Peach Care for Kids is a non-Medicaid program in Georgia, hence disclosure of the child's or any other person's SSN is voluntary and not required).



Policy of Nondiscrimination in Services Practices

If you believe you have been discriminated against because of your race, color, national origin, age, sex, medical condition (HIV/AIDS), physical or mental disability or religion, please contact the Department of Human Resources, Policy and Government Services by calling 404/657-5255 or sending a written complaint to the following address:

Coordinator
Limited English Proficient and Sensory Impaired Client Services
2 Peachtree Street SW
Suite 28-222
Atlanta, Georgia 30303 –3142
(Telephone) 404/657-5244
(Fax) 404/657-8732

You may also contact the U.S. Health and Human Services Office of Civil Rights by calling 404/562-7865 or forwarding a written complaint to:

Office of Civil Rights
U.S. Health and Human Services
Atlanta Federal Center
61 Forsyth St., SW
Suite 3B70
Atlanta, Georgia 30303
(Telephone) 404/562-7855
(Fax) 404/562-7881

TDD: 1-800-537-7697